



Lafayette Crisis Center/2-1-1
1244 N. 15th St.
Lafayette, IN 47904-2114
(765) 742-0247

June 6, 2007

Marlene H. Dortch, Commission's Secretary
Office of the Secretary
Federal Communications commission
445 12th St. S.W.
Washington, D C 20554

Subject: DA07-2017
Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92-105

Dear Ms. Dortch:

The Lafayette Crisis Center/2-1-1 hereby submits its Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. Lafayette Crisis Center/2-1-1 is limiting its comments to the status of 2-1-1 service in Indiana.

The Lafayette Crisis Center has provided 24 hour every day information and referral services in Indiana since January 1997 and 2-1-1 service in Indiana since February 2004. We provide 2-1-1 service to a combination of rural and metropolitan areas of Benton, Tippecanoe, and White counties in Indiana reaching a population of 183,643. The database of service providers used for making referrals has listings for 519 agencies & 1,477 programs. In 2006 our 2-1-1 center received 6,250 calls. Our Center operates by nationally recognized standards and was awarded Accreditation by Alliance of Information & Referral Systems and by the American Association of Suicidology.

The most common reasons people give for calling the Lafayette Crisis Center/ 2-1-1 are financial assistance, health and medical needs, housing, mental health issues, and transportation. In our area 2-1-1 has helped people in need locate vital services to alleviate or eliminate problems, and serve as back up to other community agencies. We help overworked case managers give accurate referrals to financial assistance, employment & training and counseling, etc. Our information has

provides churches with quick reference guides for emergency services, and lists of holiday programs for other organizations and helping agencies. We provide information to local United Way offices to identify gaps and duplication in community services and enhance the community impact of those available services. We served on a long range disaster recovery plan committee and provided information about resources during a local flood.

The Lafayette Crisis Center has firsthand experience with a number of technical issues specific to 2-1-1 implementation, as described in the Comments submitted by Indiana 211 Partnership, Inc.

As an IN211 Center, we study our awareness about and utilization of 2-1-1. While the awareness about 2-1-1 has grown since our launch, we know that more education efforts are needed.

We respectfully request that the Commission find the public is well served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its authority to facilitate more widespread use of the service. Specifically, we believe that the Commission can help to resolve some of the telecommunications issues and can help increase public awareness of 2-1-1.

Sincerely,
Jane McCann, MS, CIRS, CRS